

2001

Consumer Satisfaction

for

Missouri Northwestern Region

Regional Report

Community-based Services

Division of Alcohol and Drug Abuse

Missouri Department of Mental Health



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DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

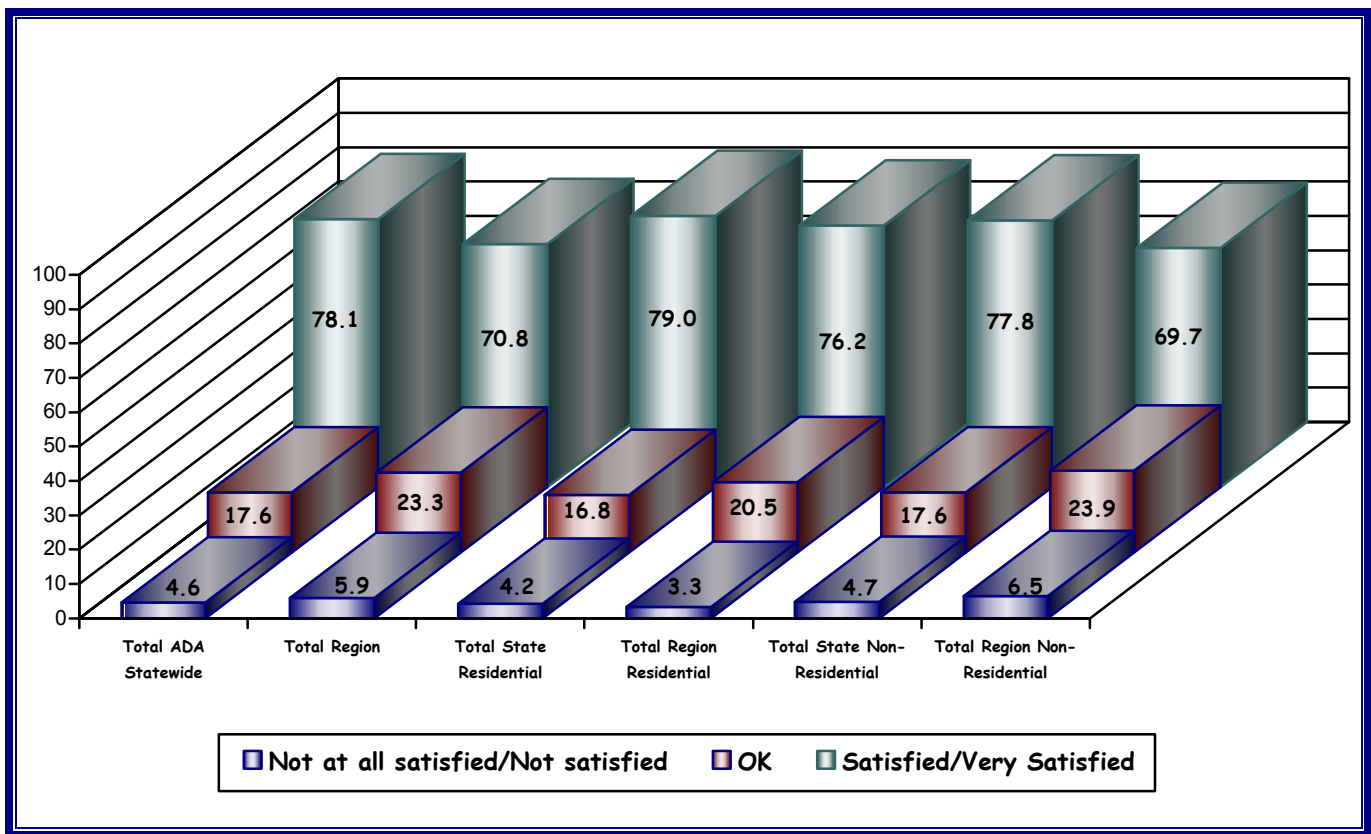
Alcohol and Drug Abuse Services

Northwestern Region - Residential & Non-Residential

Demographics: Total Region

		Total Served		Survey Returns		
		State	Region	Total Consumers Total Region	Total Consumers Residential	Total Consumers Non-Residential
SEX	Male	65.5%	66.3%	53.9%	57.5%	53.1%
	Female	34.5%	33.7%	46.1%	42.5%	46.9%
RACE	White	68.7%	72.3%	59.8%	53.8%	61.2%
	Black	29.2%	24.9%	32.7%	41.4%	30.8%
	Hispanic	0.6%	1.0%	2.6%	0.7%	3.1%
	Native American	0.5%	0.6%	1.9%	2.1%	1.8%
	Pacific Islander	0.1%	0.2%	0.1%	0%	0.2%
	Other	0.6%	1.0%	2.8%	2.1%	2.9%
AGE	0-17	9.5%	16.9%	11.4%	10.2%	11.7%
	18-49	84.1%	76.2%	79.1%	83.7%	78.1%
	50+	6.4%	6.9%	9.5%	6.1%	10.3%
Region includes: Community Mental Health Consultants, Comprehensive Mental Health Services, Family Guidance Center, Kansas City Community Center, Pathways-Warrensburg, Preferred-Liberty, Preferred-St. Joseph, Preferred-Trenton, Research Medical Center, Rodgers South, Scott Greening, Swope Parkway Health Center, Paseo Comprehensive Rehabilitation Clinic, Renaissance West, and North Central Missouri Mental Health Center						

Overall Satisfaction with ADA Services: Total Region



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 78.1% of the individuals served by the Division of Alcohol and Drug Abuse were "satisfied" or "very satisfied" with their services.
- The percent of individuals served in this region who rated themselves as "satisfied" or "very satisfied" was lower than the state average (70.8% for this region versus 78.1% for the state).
- 79.0% of the consumers in the Residential Program statewide were "satisfied" or "very satisfied". This region's Residential Program was rated lower, with 76.2% "satisfied" or "very satisfied".
- 77.8% of the consumers in the Non-Residential Program statewide were "satisfied" or "very satisfied". This region's Non-Residential Program was rated lower, with 69.7% "satisfied" or "very satisfied" with services.

Satisfaction with ADA Services: Total Region

How satisfied are you . . .	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2965)	4.11 (833)	4.21 (886)	4.30 (152)	4.22 (2079)	4.07 (681)
with how much your staff know about how to get things done?	4.07 (2961)	3.94 (833)	4.07 (890)	4.00 (152)	4.07 (2071)	3.93 (681)
with how staff keep things about you and your life confidential?	4.27 (2960)	4.12 (834)	4.31 (885)	4.26 (150)	4.25 (2075)	4.08 (684)
that your treatment plan has what you want in it?	4.11 (2933)	4.00 (826)	4.17 (870)	4.24 (149)	4.09 (2063)	3.94 (677)
that your treatment plan is being followed by those who assist you?	4.15 (2924)	4.01 (830)	4.19 (863)	4.15 (150)	4.13 (2061)	3.98 (680)
that the agency staff respect your ethnic and cultural background?	4.30 (2907)	4.18 (823)	4.33 (872)	4.42 (149)	4.29 (2035)	4.13 (674)
with the services that you receive?	4.19 (2955)	4.04 (830)	4.20 (883)	4.18 (151)	4.19 (2072)	4.01 (679)
Non-Residential Facilities Only:						
that services are provided in a timely manner? (Non-Residential Only)	4.03 (2079)	3.88 (683)	- (0)	- (0)	4.03 (2079)	3.88 (683)
Residential Facilities Only:						
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.09 (153)	4.10 (887)	4.09 (153)	- (0)	- (0)
that the environment is clean and comfortable?	4.19 (885)	4.07 (150)	4.19 (885)	4.07 (150)	- (0)	- (0)
with opportunities for exercise and relaxation?	3.64 (883)	3.39 (152)	3.64 (883)	3.39 (152)	- (0)	- (0)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.85 (150)	3.93 (877)	3.85 (150)	- (0)	- (0)
with the childcare provided by the agency?	3.91 (79)	3.92 (13)	3.91 (79)	3.92 (13)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Programs statewide were satisfied with the services they received. For the first seven questions where both Residential and Non-Residential consumers responded, all mean ratings were above 4.00 (1=not satisfied... 5=very satisfied). The ratings of this region on those seven questions ranged from 3.94 to 4.18.
- The ratings of the Residential Program for this region ranged from 3.39 to 4.42. The highest rated item was respect of ethnic and cultural backgrounds and the lowest rated item was opportunities for exercise and relaxation.
- The ratings of the Non-Residential Program for this region ranged from 3.88 to 4.13. The highest rated item was respect for ethnic and cultural backgrounds and lowest rated item was services being provided in a timely manner.

Satisfaction with Quality of Life: Total Region

How satisfied are you ...	Total Consumers		Total Residential Consumers		Total Non-Residential Consumers	
	State	Region	State	Region	State	Region
with how you spend your day?	3.70 (2948)	3.63 (828)	3.65 (883)	3.72 (153)	3.73 (2065)	3.61 (675)
with where you live?	3.74 (2928)	3.68 (816)	3.76 (878)	3.73 (151)	3.73 (2050)	3.67 (665)
with the amount of choices you have in your life?	3.65 (2952)	3.52 (838)	3.75 (880)	3.72 (152)	3.61 (2072)	3.48 (686)
with the opportunities/ chances you have to make friends?	3.85 (2943)	3.71 (833)	3.96 (880)	3.95 (152)	3.80 (2063)	3.65 (681)
with your general health care?	3.74 (2909)	3.67 (823)	3.80 (873)	3.85 (151)	3.71 (2036)	3.63 (672)
with what you do during your free time?	3.75 (2941)	3.68 (831)	3.70 (876)	3.78 (150)	3.77 (2065)	3.66 (681)
How safe do you feel ...						
in this facility? (<i>Residential Only</i>)	4.34 (884)	4.26 (152)	4.34 (884)	4.26 (152)	-	- (0)
in your home?	4.24 (2914)	4.21 (815)	4.09 (861)	4.00 (140)	4.30 (2053)	4.26 (675)
in your neighborhood?	4.01 (2920)	3.96 (817)	3.94 (861)	3.74 (141)	4.04 (2059)	4.00 (676)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied ... 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe ... 5=Very safe. The number in parentheses represents the number responding to this item.						

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- Overall, the consumers served in this region were most satisfied with how safe they feel in the facility (mean of 4.26) and least satisfied with the choices in their lives (mean of 3.52).
- The consumers in the Residential Program were most satisfied with how safe they feel in the facility (mean of 4.26) and least satisfied with how they spend their day and the choices in their lives (mean of 3.72).
- The consumers in the Non-Residential Program were most satisfied with how safe they feel in their home (mean of 4.26) and least satisfied with the choices in their lives (mean of 3.48).

ADA Comparison of Gender

Residential and Non-Residential Setting Combined

A comparison was made between the male and female consumers. Table I-1 shows these findings. The male consumers were more satisfied with confidentiality and safety in the neighborhood. Females were more satisfied with the choices they have.

Table I-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
With how staff keep things about you and your life confidential?	4.20 (428)	4.04 (369)	F(1,795)=4.695, p=.031
With the amount of choices you have?	3.44 (430)	3.62 (371)	F(1,799)=4.628, p=.032
With how safe you feel in your neighborhood?	4.07 (421)	3.83 (360)	F(1,779)=8.787, p=.003
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison of Race/Ethnicity

Residential and Non-Residential Settings Combined

A comparison was made among the different racial and ethnic backgrounds. Caucasians were most satisfied with the respect of ethnic and cultural backgrounds. Native Americans were most satisfied with safety in their neighborhood. (See Table I-2.)

Table I-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
that the staff respect your cultural background? (a.)	4.25 (461)	4.16 (251)	4.00 (21)	4.00 (13)	3.57 (21)	F(4,762)=2.977, p=.019
with how safe you feel in your neighborhood? (b)	4.07 (463)	3.77 (246)	3.71 (21)	4.15 (13)	3.67 (21)	F(4,759)=3.559, P=.007
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less.</i> (a) Interaction between White and Other. (b) Interaction between White and Black.</p>						

ADA Comparison of Age Groups

Residential and Non-Residential Settings Combined

A comparison was made among three age categories: (1) youth under the age of 18 years; (2) young adults between 18 and 49 years of age; and (3) adults 50 years of age or older. The older adults were most satisfied with the majority of significant services and quality of life items. The young adults were most satisfied with the choices they have and what they do in their free time. (See Table I-3.)

Table I-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
With the staff who serve you? (a,b)	3.80 (90)	4.13 (616)	4.28 (72)	$F(2,775)=6.219, P=.002$
With how much your staff know how to get things done? (a,b)	3.60 (90)	3.97 (615)	4.08 (74)	$F(2,776)=6.523, P=.002$
That your treatment plan has what you want on it? (a,b)	3.51 (91)	4.06 (608)	4.22 (73)	$F(2,769)=14.915, P<.001$
That the treatment plan is being followed by those who assist you? (a,b)	3.48 (91)	4.08 (613)	4.26 (72)	$F(2,773)=16.798, p<.001$
With the services you receive? (a,b)	3.53 (90)	4.11 (614)	4.21 (73)	$F(2,774)=14.683, p<.001$
That services are provided in a timely manner? (a,b)	3.44 (75)	3.93 (496)	4.09 (65)	$F(2,633)=7.983, p<.001$
With how you spend your day? (a,b)	3.19 (91)	3.67 (615)	3.79 (72)	$F(2,775)=9.816, p<.001$
With where you live? (a)	3.27 (91)	3.71 (604)	3.71 (73)	$F(2,765)=5.860, p=.003$
With the amount of choices you have? (a,b)	2.71 (90)	3.62 (620)	3.59 (75)	$F(2,782)=27.040, p<.001$
With the opportunities/chances you have to make friends? (a)	3.44 (90)	3.74 (617)	3.77 (74)	$F(2,778)=3.395, p=.034$
With what you do in your free time? (a)	3.35 (91)	3.74 (616)	3.62 (74)	$F(2,778)=5.292, p=.005$
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between ages 0-17 and 18-49. (b) Interaction between ages 0-17 and 50+.</p>				

ADA Comparison of Current Living Arrangements Residential and Non-Residential Settings Combined

A comparison was made of the survey responses based on the current living situation of the consumer. Those who lived independently were the most satisfied with the how they spend their day, where they live and the choices in their lives. Consumers who lived with their biological parents were most satisfied with the safety in their home/agency and in their neighborhood. Homeless consumers were most satisfied with services such as how much the staff know about how to get things done, content of treatment plan, following the treatment plan and services they receive. (See Table I-4).

Table I-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
With how much your staff know how to get things done?	4.03 (487)	3.91 (22)	3.77 (117)	4.09 (35)	3.61 (41)	3.75 (72)	F(5,768)=3.237, p=.007
That your treatment plan has what you want on it?	4.08 (482)	3.91 (22)	3.98 (115)	4.21 (34)	3.57 (42)	3.78 (72)	F(5,761)=3.248, p=.007
That the treatment plan is being followed by those who assist you?	4.11 (484)	4.04 (23)	4.04 (114)	4.23 (35)	3.57 (42)	3.76 (72)	F(5,764)=3.600, p=.003
With the services you receive?	4.14 (487)	4.00 (23)	3.94 (113)	4.29 (35)	3.67 (42)	3.86 (72)	F(5,766)=3.328, p=.006
With how you spend your day?	3.74 (486)	3.43 (23)	3.43 (115)	3.71 (35)	3.38 (42)	3.52 (71)	F(5,766)=2.760, p=.018
With where you live? (b)	3.80 (480)	3.22 (23)	3.53 (113)	2.97 (33)	3.71 (42)	3.56 (72)	F(5,757)=4.917, p<.001
with the amount of choices you have? (c)	3.65 (491)	3.39 (23)	3.50 (116)	3.17 (35)	2.98 (41)	3.43 (72)	F(5,772)=4.047, p=.001
with how safe you feel in your home/agency? (b,d,e,f)	4.35 (488)	3.74 (23)	4.03 (106)	3.04 (28)	4.43 (42)	4.27 (70)	F(5,751)=12.733, p<.001
with how safe you feel in your neighborhood? (a,b,d,e,f),	4.13 (487)	3.61 (23)	3.72 (106)	2.80 (30)	4.21 (42)	3.94 (71)	F(5,753)=11.392, p<.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between Independent and RTF. (b) Interaction between Independent and Homeless. (c) Interaction between Independent and Biological Parents. (d) Interaction between RTF and Homeless. (e) Interaction between Homeless and Biological Parents. (f) Interaction between Homeless and Other.</p>							

ADA Comparison by Whether Lived in Residential Treatment Facility During Past Year (Residential and Non-Residential Settings)

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were two significant items. Consumers who had not lived in a residential treatment facility were more satisfied with both significant items. (See Table I-5).

Table I-5

ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
With where you live?	3.47 (196)	3.73 (441)	F(1,635)=6.863, P=.009
With safe you feel in your neighborhood?	3.84 (196)	4.08 (446)	F(1,640)=6.503, P=.011
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison across Programs Residential and Non-Residential Settings Combined

A comparison was made across the different residential and non-residential programs. CSTAR General consumers in residential programs were the most satisfied with the staff, confidentiality, content of the treatment plan and with respect of ethnic and cultural backgrounds. GTS General consumers in residential programs were the most satisfied with how they spent their day, choices in their lives, and the opportunities to make friends. The Non-residential CSTAR Alternative Women/Children consumers were the most satisfied with where they live, and safety in their home/agency. (See Table I-6.)

Table I-6
ADA Consumers - Comparison across Programs

How satisfied are you...	Non-Residential Programs							Residential Programs				Significance
	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent†	CSTAR General	GTS General	GTS Child/Adolescent†	Methadone	CSTAR Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS General	
With the staff who serve you?	4.17 (53)	3.99 (70)	3.80 (71)	4.06 (138)	4.22 (162)	2.86 (7)	4.09 (180)	4.31 (32)	4.13 (15)	4.39 (23)	4.30 (82)	F(10,822)=3.155, p=.001
With how much your staff know how to get things done? (b)	3.96 (52)	3.99 (69)	3.52 (71)	3.89 (139)	4.16 (164)	2.86 (7)	3.93 (179)	3.87 (31)	4.20 (15)	4.00 (24)	4.01 (82)	F(10,822)=3.218, p<.001
With how staff keep things about you and your life confidential?	3.72 (53)	4.03 (70)	3.97 (71)	4.19 (137)	4.34 (165)	2.86 (7)	3.99 (181)	4.13 (31)	4.27 (15)	4.50 (24)	4.24 (80)	F(10,823)=3.377, p<.001
That your treatment has what you want on it? (a, b, d)	3.90 (52)	3.97 (68)	3.40 (72)	4.04 (138)	4.11 (164)	3.14 (7)	3.96 (176)	4.27 (30)	4.07 (15)	4.35 (23)	4.23 (81)	F(10,815)=4.586, p<.001
That the treatment plan is being followed by those who assist you?(b, d)	4.06 (53)	3.86 (69)	3.49 (72)	4.10 (138)	4.18 (165)	2.86 (7)	3.99 (176)	4.03 (31)	3.73 (15)	4.13 (23)	4.27 (81)	F(10,819)=4.395, p<.001
That the staff respect your cultural background?	4.08 (52)	3.99 (69)	4.04 (72)	4.21 (135)	4.36 (163)	3.29 (7)	4.02 (176)	4.37 (30)	4.60 (15)	4.67 (24)	4.33 (80)	F(10,812)=3.424, p<.001
With the services you receive? (a, b, d)	4.12 (51)	3.90 (69)	3.52 (71)	4.14 (139)	4.15 (165)	3.29 (7)	4.03 (177)	4.40 (30)	3.60 (15)	4.00 (24)	4.26 (82)	F(10,819)=4.088, p<.001
That services are provided in a timely manner?	3.74 (53)	3.85 (68)	3.48 (71)	3.96 (139)	4.08 (165)	2.86 (7)	3.88 (180)	- (0)	- (0)	- (0)	- (0)	F(10,672)=2.289, p=.012
With how you spend your day?	3.37 (52)	3.62 (69)	3.22 (72)	3.78 (139)	3.77 (164)	2.71 (7)	3.61 (172)	3.78 (32)	3.20 (15)	3.58 (24)	3.83 (82)	F(10,817)=3.293, p<.001
With where you live?	3.67 (52)	4.00 (68)	3.25 (72)	3.75 (137)	3.65 (163)	3.43 (7)	3.67 (166)	3.71 (31)	3.33 (15)	3.58 (24)	3.85 (81)	F(10,805)=2.008, p=.030
With the amount of choices in your life? (a, b, d, e, I, j, k, l, m)	3.48 (54)	3.94 (69)	2.80 (71)	3.65 (139)	3.59 (165)	2.00 (7)	3.39 (181)	3.78 (32)	2.60 (15)	3.17 (24)	4.06 (81)	F(10,827)=9.676, p<.001
With the opportunities you have to make friends?(m)	3.68 (53)	3.94 (70)	3.49 (71)	3.82 (137)	3.73 (165)	2.71 (7)	3.43 (178)	4.00 (32)	3.60 (15)	3.75 (24)	4.05 (81)	F(10,822)=4.185, p<.001
With your general health care?(g, m, n)	3.64 (53)	3.99 (70)	3.48 (65)	3.84 (138)	3.76 (164)	3.00 (5)	3.27 (177)	4.00 (31)	3.93 (14)	3.50 (24)	3.88 (82)	F(10,812)=4.854, p<.001
With what you do in your free time? (e)	3.65 (54)	4.14 (70)	3.38 (72)	3.69 (137)	3.83 (163)	3.71 (7)	3.42 (178)	4.23 (31)	3.07 (15)	3.50 (24)	3.83 (80)	F(10,820)=5.002, p<.001
With how safe you feel in your home/agency?	4.21 (53)	4.56 (70)	4.19 (70)	4.37 (138)	4.33 (163)	4.14 (7)	4.03 (174)	3.83 (30)	3.64 (14)	4.11 (19)	4.10 (77)	F(10,804)=2.953, p=.001
With how safe you feel in your neighborhood? (c, f, g, h, k, l)	3.79 (53)	4.06 (70)	4.10 (71)	4.28 (139)	4.07 (163)	3.29 (7)	3.74 (173)	3.73 (30)	2.50 (14)	3.80 (20)	3.96 (77)	F(10,806)=5.206, p<.001

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Scheffe Post-Hoc significance at .05 or less

- (a) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR General Non-Residential.
- (b) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Non-Residential.
- (c) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Child/Adolescent Residential.
- (d) Interaction between CSTAR Child/Adolescent Non-Residential and GTS Adult Residential.
- (e) Interaction between CSTAR Child/Adolescent Non-Residential and CSTAR Women/Children Alternative Non-Residential.
- (f) Interaction between CSTAR General Non-Residential and CSTAR Child/Adolescent Residential.
- (g) Interaction between CSTAR General Non-Residential and Methadone Non-Residential.
- (h) Interaction between GTS Adult Non-Residential and CSTAR Child/Adolescent Residential.
- (i) Interaction between GTS Child/Adolescent Non-Residential and CSTAR General Residential.
- (j) Interaction between GTS Child/Adolescent Non-Residential and CSTAR Women/Children Alternative Non-Residential.
- (k) Interaction between CSTAR Child/Adolescent Residential and GTS Adult Residential.
- (l) Interaction between CSTAR Child/Adolescent Residential and CSTAR Women/Children Alternative Non-Residential.
- (m) Interaction between GTS Adult Residential and Methadone Non-Residential.
- (n) Interaction between Methadone Non-Residential and CSTAR Women/Children Alternative Non-Residential.

ADA Comparison between Residential and Non-Residential

A comparison was made between those who lived in a residential setting and those who did not. On the all items but two that were significant, the residential consumers were the most satisfied. Non-residential consumers were most satisfied with safety in their home/agency and in their neighborhood. (See Table I-7).

Table I-7

ADA Consumers - Comparison between Residential and Non-Residential

How satisfied are you...	Non-Residential	Residential	Significance
with the staff who serve you?	4.07 (681)	4.30 (152)	F(1,831)=7.597, p=.006
With the content of your treatment plan?	3.94 (677)	4.24 (149)	F(1,824)=11.233, p<.001
That the staff respect your ethnic and cultural background?	4.13 (674)	4.42 (149)	F(1,821)=10.579, p=.001
with the amount of choices you have in your life?	3.48 (686)	3.72 (152)	F(1,836)=5.484, p=.019
With the opportunities/chances you have to make friends?	3.65 (681)	3.95 (152)	F(1,831)=10.324, p=.001
With your general health care?	3.63 (672)	3.85 (151)	F(1,821)=5.166, p=.023
with how safe you feel in your home/agency?	4.26 (675)	4.00 (140)	F(1,813)=7.656, p=.006
with how safe you feel in your neighborhood?	4.00 (676)	3.74 (141)	F(1,815)=6.001, p=.015
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

DMH Satisfaction Survey Results

Consumer Satisfaction - 2001

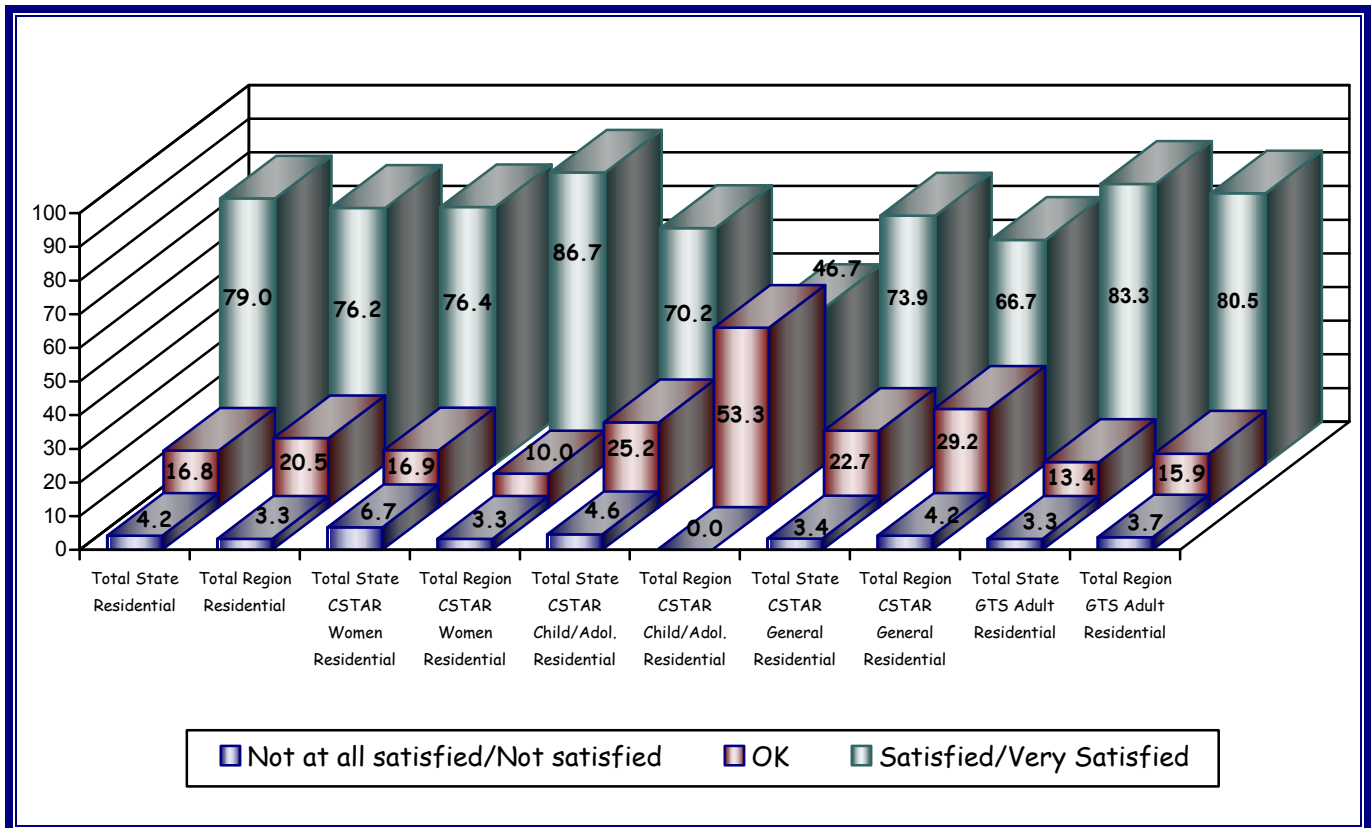
Alcohol and Drug Abuse Services

Northern Region - Residential

Demographics: Residential

		Total Served	Survey Returns				
		State	Total Consumers Residential	CSTAR Women	CSTAR Child/ Adolescent	CSTAR General	GTS Adult
SEX	Male	65.5%	57.5%	0%	45.5%	64.0%	78.8%
	Female	34.5%	42.5%	100.0%	54.5%	36.0%	21.3%
RACE	White	68.7%	53.8%	31.0%	28.6%	72.0%	61.0%
	Black	29.2%	41.4%	69.0%	57.1%	24.0%	33.8%
	Hispanic	0.6%	0.7%	0%	7.1%	0%	0%
	Native American	0.5%	2.1%	0%	0%	0%	3.9%
	Pacific Islander	0.1%	0%	0%	0%	0%	0%
	Other	0.6%	2.1%	0%	7.1%	4.0%	1.3%
AGE	0-17	9.5%	10.2%	0%	100.0%	0%	0%
	18-49	84.1%	83.7%	96.6%	0%	92.0%	92.3%
	50+	6.4%	6.1%	3.4%	0%	8.0%	7.7%

Overall Satisfaction with Services: Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 79.0% of the individuals served by the Division of Alcohol and Drug Abuse Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Residential Program who rated themselves as "satisfied" or "very satisfied" was lower than the state average (76.2% for this region versus 79.0% for the state).
- The CSTAR Women/Children Residential Program was higher than other programs with 86.7% of the respondents selecting "satisfied" or "very satisfied" with services.

Satisfaction with Services: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women/Children Consumers		CSTAR Child/Adolescent Consumers		CSTAR General Residential Consumers		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.21 (886)	4.30 (152)	4.18 (184)	4.31 (32)	3.91 (133)	4.13 (15)	4.16 (85)	4.39 (23)	4.31 (484)	4.30 (82)
with how much your staff know about how to get things done?	4.07 (890)	4.00 (152)	3.99 (183)	3.87 (31)	3.90 (132)	4.20 (15)	3.94 (88)	4.00 (24)	4.16 (487)	4.01 (82)
with how staff keep things about you and your life confidential?	4.31 (885)	4.26 (150)	4.22 (183)	4.13 (31)	4.14 (133)	4.27 (15)	4.29 (86)	4.50 (24)	4.40 (483)	4.24 (80)
that your treatment plan has what you want in it?	4.17 (870)	4.24 (149)	4.11 (177)	4.27 (30)	3.86 (133)	4.07 (15)	4.16 (85)	4.35 (23)	4.29 (475)	4.23 (81)
that your treatment plan is being followed by those who assist you?	4.19 (863)	4.15 (150)	4.11 (180)	4.03 (31)	3.90 (133)	3.73 (15)	4.06 (84)	4.13 (23)	4.32 (466)	4.27 (81)
that the agency staff respect your ethnic and cultural background?	4.33 (872)	4.42 (149)	4.31 (178)	4.37 (30)	4.20 (132)	4.60 (15)	4.31 (86)	4.67 (24)	4.37 (476)	4.33 (80)
with the services that you receive?	4.20 (883)	4.18 (151)	4.08 (178)	4.40 (30)	3.96 (131)	3.60 (15)	4.07 (88)	4.00 (24)	4.34 (486)	4.26 (82)
that the staff treats you with respect, courtesy, caring and kindness?	4.10 (887)	4.09 (153)	3.98 (182)	4.25 (32)	3.75 (133)	4.00 (15)	4.00 (87)	4.21 (24)	4.26 (485)	4.00 (82)
that the environment is clean and comfortable?	4.19 (885)	4.07 (150)	4.08 (180)	3.94 (32)	4.05 (132)	3.93 (14)	3.91 (87)	3.96 (23)	4.31 (486)	4.19 (81)
with opportunities for exercise and relaxation?	3.64 (883)	3.39 (152)	3.31 (180)	3.39 (31)	3.52 (131)	3.40 (15)	3.18 (87)	3.04 (24)	3.89 (485)	3.49 (82)
that the meals are good, nutritious and in sufficient amounts?	3.93 (877)	3.85 (150)	3.61 (179)	3.50 (30)	3.53 (133)	4.20 (15)	3.59 (88)	3.38 (24)	4.22 (477)	4.06 (81)
with the childcare provided by the agency?	3.91 (79)	3.92 (13)	3.91 (79)	3.92 (13)	- (0)	- (0)	- (0)	- (0)	- (0)	- (0)
The first number represents a mean rating. Scale: 1=Not at all satisfied . . . 5=Very satisfied. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Residential Programs were satisfied with the services they received. Only three ratings fell below a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Residential Program ranged from 3.39 to 4.42. The highest rated item was respect for ethnic and cultural backgrounds and the lowest rated item was the opportunities for exercise and relaxation.
- The CSTAR Women/Children Residential consumers in this region were the most satisfied with the services they received (mean of 4.40).

Satisfaction with Quality of Life: Residential

How satisfied are you . . .	Total Residential Consumers		CSTAR Women Residential Consumers		CSTAR Child/ Adolescent Residential Consumers		CSTAR General Residential Consumer		GTS Adult Residential Consumers	
	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.65 (883)	3.72 (153)	3.67 (180)	3.78 (32)	3.28 (133)	3.20 (15)	3.47 (86)	3.58 (24)	3.77 (484)	3.83 (82)
with where you live?	3.76 (878)	3.73 (151)	3.80 (179)	3.71 (31)	3.59 (133)	3.33 (15)	3.52 (87)	3.58 (24)	3.84 (479)	3.85 (81)
with the amount of choices you have in your life?	3.75 (880)	3.72 (152)	3.79 (181)	3.78 (32)	3.37 (133)	2.60 (15)	3.52 (87)	3.17 (24)	3.88 (479)	4.06 (81)
with the opportunities/ chances you have to make friends?	3.96 (880)	3.95 (152)	4.10 (181)	4.00 (32)	3.77 (133)	3.60 (15)	3.92 (86)	3.75 (24)	3.97 (480)	4.05 (81)
with your general health care?	3.80 (873)	3.85 (151)	3.86 (178)	4.00 (31)	3.52 (128)	3.93 (14)	3.68 (87)	3.50 (24)	3.88 (480)	3.88 (82)
with what you do during your free time?	3.70 (876)	3.78 (150)	3.82 (177)	4.23 (31)	3.41 (133)	3.07 (15)	3.67 (87)	3.50 (24)	3.74 (479)	3.83 (80)
How safe do you feel . . .										
in this facility	4.34 (884)	4.26 (152)	4.43 (182)	4.34 (32)	4.06 (133)	3.80 (15)	4.16 (86)	4.30 (23)	4.42 (483)	4.30 (82)
in your home?	4.09 (861)	4.00 (140)	4.05 (175)	3.83 (30)	4.27 (131)	3.64 (14)	4.26 (81)	4.11 (19)	4.03 (474)	4.10 (77)
in your neighborhood?	3.94 (861)	3.74 (141)	3.96 (175)	3.73 (30)	4.03 (131)	2.50 (14)	3.99 (82)	3.80 (20)	3.89 (473)	3.96 (77)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.										

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Residential Program in this Region were most satisfied with safety in the facility (mean of 4.26) and least satisfied with how they spend their day and the amount of choices in their lives (mean of 3.72).

ADA Comparison of Gender Residential Setting

There were no significant differences.

ADA Comparison of Race/Ethnicity Residential Settings

There were no significant differences.

ADA Comparison of Age Groups Residential Settings

A comparison was made among three age categories: (1) youth under the age of 18; (2) young adults between the ages of 18-49; and (3) adult aged 50 years or older. The adults aged 18-49 years were most satisfied with all the significant items. (See Table II-1.)

Table II-1
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
With services you receive (a)	3.60 (15)	4.24 (120)	4.11 (9)	F(2,141)=3.28, p=.040
With how spend day (a)	3.20 (15)	3.82 (122)	3.22 (9)	F(2,143)=4.62, p=.011
With amount of choices (a)	2.60 (15)	3.84 (121)	3.56 (9)	F(2,142)=8.80, p<.001
With general health care (b)	3.93 (14)	3.88 (121)	3.00 (9)	F(2,141)=3.25, p=.042
With what to do in free time (a)	3.07 (15)	3.92 (119)	3.22 (9)	F(2,140)=6.60, p=.002
How safe in neighborhood (a)	2.50 (14)	3.89 (112)	3.22 (9)	F(2,132)=8.99, p<.001
<i>Scheffe Post-Hoc significance at .05 or less</i> (a) Interaction between ages 0-17 and 18-49 (b) Interaction between ages 18-49 and 50+				

ADA Comparison of Current Living Arrangements Residential Settings

A comparison was made of the responses to the survey based on the current living situation of the consumers who received intervention in a residential setting. The homeless consumers were most satisfied with the staff, how much staff knew about how to get things done, the content of the treatment plan and services received. The consumers who live independently were most satisfied with confidentiality, safety in their home/agency and safety in the neighborhood. (See Table II-2.)

Table II-2
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Other	Significance
with the staff who serve you? (a)	4.64 (42)	4.25 (4)	4.06 (68)	4.75 (12)	4.17 (6)	F(4,127)=4.35, p=.003
with how much your staff know about how to get things done?	4.19 (42)	4.25 (4)	3.74 (68)	4.38 (13)	4.00 (6)	F(4,128)=2.58, p=.041
with how staff keep things about you and your life confidential? (a)	4.60 (42)	4.50 (4)	4.00 (66)	4.54 (13)	4.00 (6)	F(4,126)=2.98, p=.022
that your treatment plan has what you want in it? (a)	4.59 (41)	4.25 (4)	3.97 (66)	4.67 (12)	4.33 (6)	F(4,124)=4.08, p=.004
With services you receive (a)	4.55 (42)	4.00 (4)	3.97 (66)	4.62 (13)	4.33 (6)	F(4,126)=3.41, p=.011
How safe in your home/agency (b, c)	4.26 (42)	4.00 (4)	4.08 (61)	2.78 (9)	3.20 (5)	F(4,116)=3.73, p=.007
How safe in your neighborhood	4.17 (42)	4.00 (4)	3.80 (61)	3.00 (10)	3.20 (5)	F(4,117)=2.51, p=.045
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheme Post-Hoc significance at .05 or less</i> (a) Interaction between Independent and Residential Treatment Facility (b) Interaction between Independent and Homeless (c) Interaction between Residential Treatment Facility and Homeless</p>						

ADA Comparison across Programs

Residential Settings

A comparison was made across the residential programs. The GTS Adult consumers were most satisfied with their choices and safety in the neighborhood. The CSTAR Child/Adolescent consumers were most satisfied with meals being good, nutritious, and in sufficient amounts. The CSTAR Women/Children were most satisfied with services received and what they do during their free time. (See Table II-3.)

Table II-3
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Women/ Children	CSTAR Child/ Adolescent	CSTAR General	GTS Adult	Significance
With services you receive	4.40 (30)	3.60 (15)	4.00 (24)	4.26 (82)	F(3,147)=3.21, p=.025
Meals are good, nutritious and in sufficient amounts?	3.50 (30)	4.20 (15)	3.37 (24)	4.06 (81)	F(3,146)=3.93, p=.010
With amount of choices (a, b, c)	3.78 (32)	2.60 (15)	3.17 (24)	4.06 (81)	F(3,148)=10.81, p<.001
With what to do in free time (a)	4.23 (31)	3.07 (15)	3.50 (24)	3.83 (80)	F(3,146)=5.36, p=.002
How safe in neighborhood (a, b, d)	3.73 (30)	2.50 (14)	3.80 (20)	3.96 (77)	F(3,137)=5.69, p=.001
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item. <i>Scheme Post-Hoc significance at .05 or less</i> (a) Interaction between CSTAR Woman/Children and CSTAR Child/Adolescent (b) Interaction between CSTAR Child/Adolescent and GTS Adult (c) Interaction between CSTAR General and GTS Adult (d) Interaction between CSTAR Child/Adolescent and CSTAR General</p>					

DMH Satisfaction Survey Results

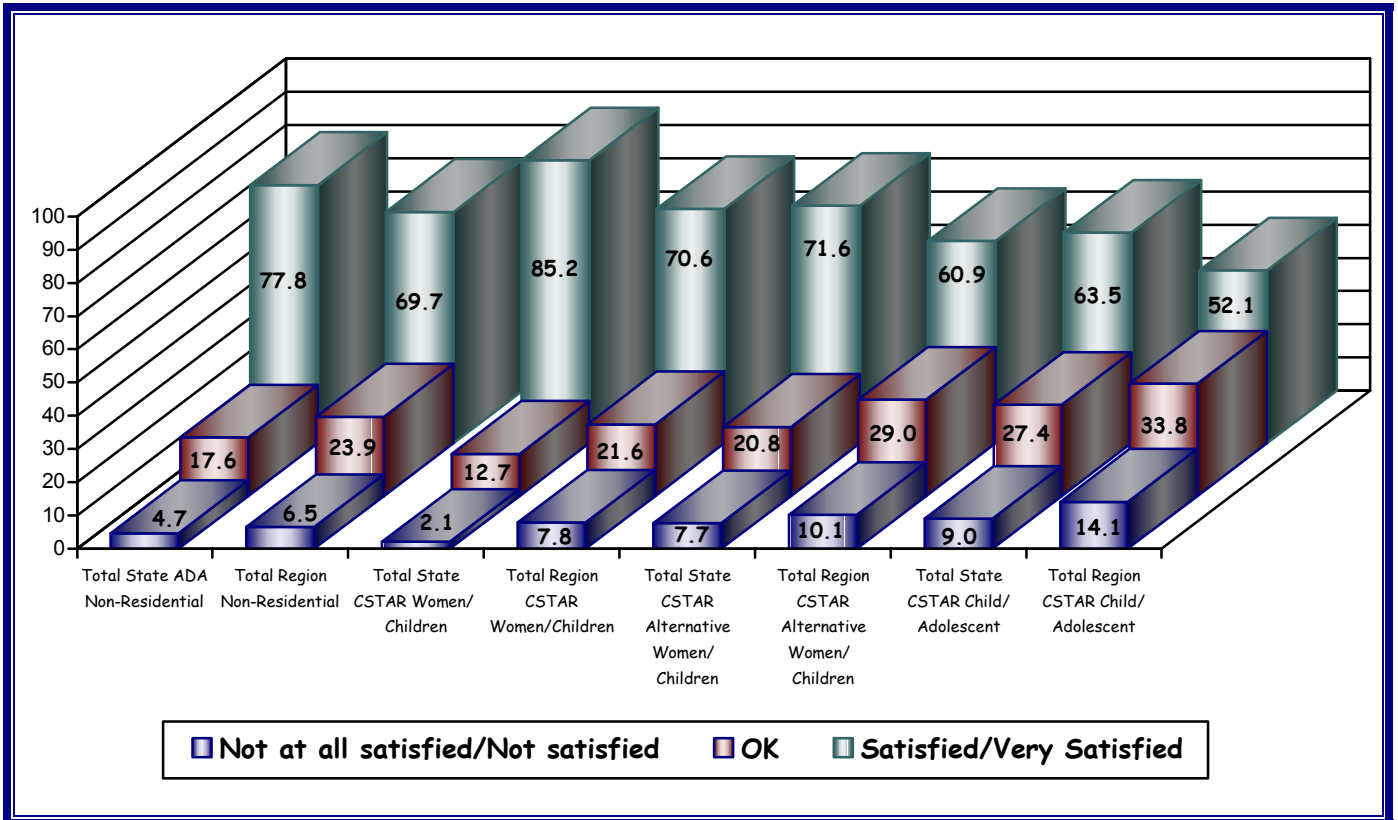
Consumer Satisfaction - 2001

Alcohol and Drug Abuse Services
Northern Region - Non-Residential

Demographics: Non-Residential

		Total Served	Survey Returns							
		State	Total Consumers Non-Residential	CSTAR Women/Children	CSTAR Alternative Women/Children	CSTAR Child/Adolescent	CSTAR General	GTS Adult	GTS Child/Adolescent	Methadone
Sex	Male	65.5%	53.1%	0%	0%	73.1%	65.9%	75.3%	71.4%	52.0%
	Female	34.5%	46.9%	100.0%	100.0%	26.9%	34.1%	24.7%	28.6%	48.0%
Race	White	68.2%	61.2%	40.0%	33.8%	68.7%	85.0%	54.1%	85.7%	63.0%
	Black	29.8%	30.8%	60.0%	54.4%	22.4%	9.8%	40.1%	0%	24.2%
	Hispanic	0.6%	3.1%	0%	5.9%	1.5%	2.3%	3.2%	0%	4.2%
	Native American	0.5%	1.8%	0%	4.4%	1.5%	0.8%	1.3%	0%	3.0%
	Pacific Islander	0.1%	0.2%	0%	0%	1.5%	0%	0%	0%	0%
	Other	0.7%	2.9%	0%	1.5%	4.5%	2.3%	1.3%	14.3%	5.5%
Age	0-17	12.0%	11.7%	0%	0%	98.6%	0%	0%	100.0%	0%
	18-49	82.0%	78.1%	94.5%	95.6%	1.4%	89.5%	92.4%	0%	78.3%
	50+	6.0%	10.3%	5.5%	4.4%	0%	10.5%	7.6%	0%	21.7%

Overall Satisfaction with Services: Non-Residential

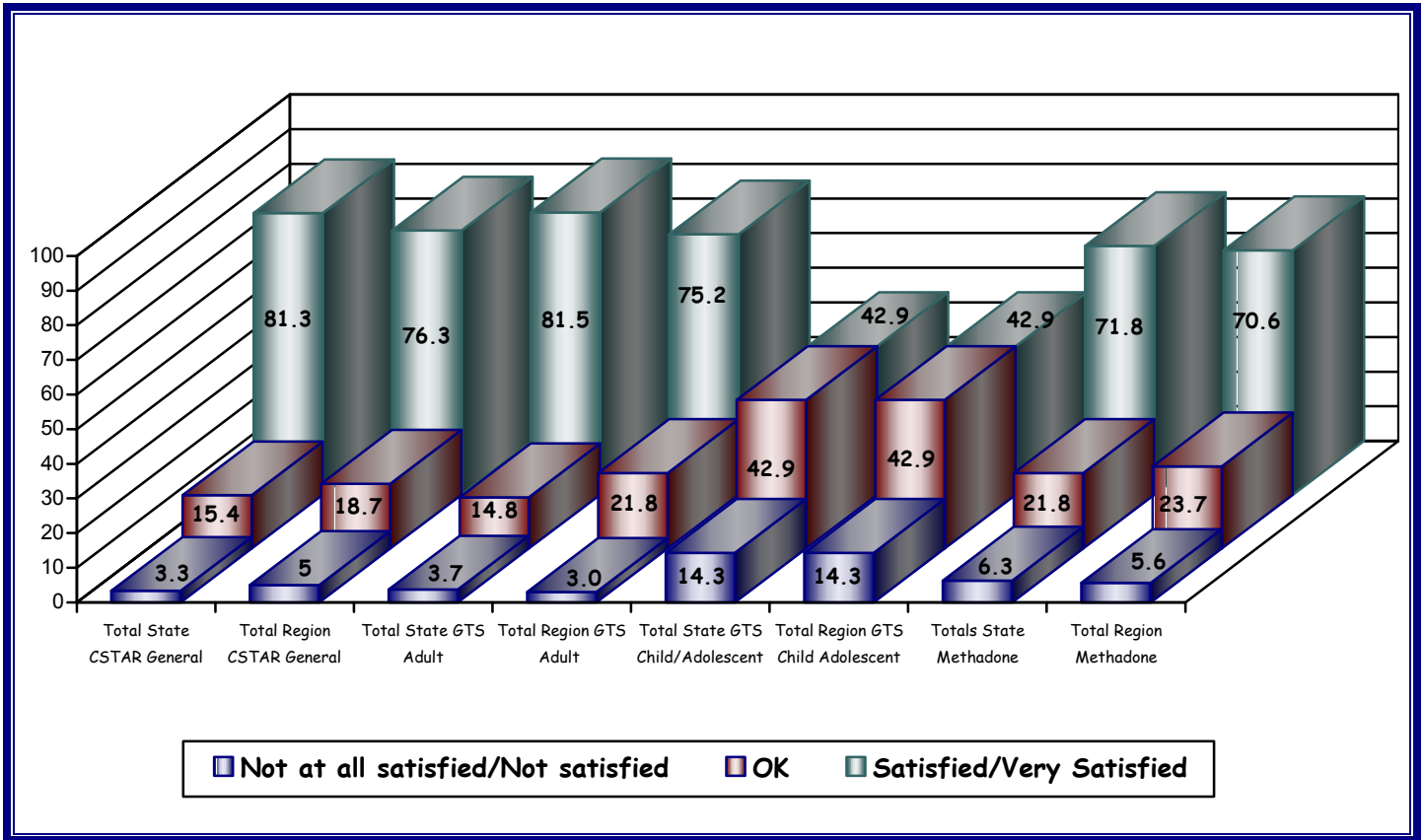


Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- Overall, 77.8% of the individuals served by the Division of Alcohol and Drug Abuse Non-Residential facilities were "satisfied" or "very satisfied" with their services.
- The percent of individuals served by this region's Non-Residential Program who responded with "satisfied" or "very satisfied" was lower than the state average (69.7% for this region versus 77.8% for the state).
- The participants served by the CSTAR Women/Children Program for this region were less satisfied than the state average with 70.6% of the respondents "satisfied" or "very satisfied" with services versus 85.2% for the state.

Overall Satisfaction of Services Continued-Non-Residential



Program Satisfaction: Percent of responses to the question "How satisfied are you with the services you receive?"

Some of the key findings were:

- The percent of individuals in the GTS Adult program who rated themselves as "satisfied" or "very satisfied" was slightly lower than the statewide average (75.2% for the region versus 81.5% for the state).
- The percent of individuals served by this region's GTS Child/Adolescent Program who rated themselves as "satisfied" or "very satisfied" was equal to the state average (42.9% for this region versus 42.9% for the state).
- Consumers in the Methadone Program were slightly less satisfied than the state average with 70.6% of the respondents reporting "satisfied" or "very satisfied" with services versus 71.8% for the state.

Satisfaction with Services: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		GTS Child/Adolescent		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with the staff who serve you?	4.22 (2079)	4.07 (681)	4.39 (286)	4.17 (53)	4.13 (184)	3.99 (70)	3.92 (265)	3.80 (71)	4.25 (450)	4.06 (138)	4.31 (677)	4.22 (162)	2.86 (7)	2.86 (7)	4.10 (210)	4.09 (180)
with how much your staff know about how to get things done?	4.07 (2071)	3.93 (681)	4.20 (284)	3.96 (52)	4.02 (182)	3.99 (69)	3.74 (265)	3.52 (71)	4.12 (449)	3.89 (139)	4.20 (675)	4.16 (164)	2.86 (7)	2.86 (7)	3.89 (209)	3.93 (179)
with how staff keep things about you and your life confidential?	4.25 (2075)	4.08 (684)	4.28 (283)	3.72 (53)	4.11 (184)	4.03 (70)	4.09 (265)	3.97 (71)	4.26 (449)	4.19 (137)	4.40 (677)	4.34 (165)	2.86 (7)	2.86 (7)	4.04 (210)	3.99 (181)
that your treatment plan has what you want in it?	4.09 (2063)	3.94 (677)	4.22 (282)	3.90 (52)	4.08 (182)	3.97 (68)	3.78 (267)	3.40 (72)	4.13 (447)	4.04 (138)	4.18 (672)	4.11 (164)	3.14 (7)	3.14 (7)	3.97 (206)	3.96 (176)
that your treatment plan is being followed by those who assist you?	4.13 (2061)	3.98 (680)	4.28 (282)	4.06 (53)	4.04 (183)	3.86 (69)	3.76 (266)	3.49 (72)	4.22 (446)	4.10 (138)	4.25 (671)	4.18 (165)	2.86 (7)	2.86 (7)	3.98 (206)	3.99 (176)
that the agency staff respect your ethnic and cultural background?	4.29 (2035)	4.13 (674)	4.41 (274)	4.08 (52)	4.16 (183)	3.99 (69)	4.12 (265)	4.04 (72)	4.32 (438)	4.21 (135)	4.38 (665)	4.36 (163)	3.29 (7)	3.29 (7)	4.08 (203)	4.02 (176)
with the services that you receive?	4.19 (2072)	4.01 (679)	4.38 (284)	4.12 (51)	4.06 (183)	3.90 (69)	3.79 (266)	3.52 (71)	4.28 (449)	4.14 (139)	4.28 (677)	4.15 (165)	3.29 (7)	3.29 (7)	4.06 (206)	4.03 (177)
that services are provided in a timely manner?	4.03 (2079)	3.88 (683)	4.12 (286)	3.74 (53)	3.95 (181)	3.85 (68)	3.70 (265)	3.48 (71)	4.13 (451)	3.96 (139)	4.14 (679)	4.08 (165)	2.86 (7)	2.86 (7)	3.88 (210)	3.88 (180)

The first number represents a mean rating.

How satisfied are you? Scale: 1=Not at all satisfied . . . 5=Very satisfied.

How safe do you feel? Scale: 1=Not at all safe . . . 5=Very safe.

The number in parentheses represents the number responding to this item.

Some of the key findings were:

- The participants in the Division of Alcohol and Drug Abuse Non-Residential Programs were satisfied with the services they received. Ratings were above a mean rating of 4.00 (1=not satisfied...5=very satisfied).
- The ratings of this region's Non-Residential Program ranged from 3.88 to 4.13. The highest rated item was respect of ethnic and cultural background and lowest rated item was with services being provided in a timely manner.
- The GTS Adult Non-Residential consumers were most satisfied with the services they received (mean of 4.15).

Satisfaction with Quality of Life: Non-Residential

How satisfied are you . . .	Total Non-Residential Consumers		CSTAR Women/Children		CSTAR Alternative Women/Children		CSTAR Child/Adolescent		CSTAR General		GTS Adult		GTS Child/Adolescent		Methadone	
	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region	State	Region
with how you spend your day?	3.73 (2065)	3.61 (675)	3.87 (284)	3.37 (52)	3.72 (181)	3.62 (69)	3.41 (266)	3.22 (72)	3.82 (450)	3.78 (139)	3.79 (675)	3.77 (164)	2.71 (7)	2.71 (7)	3.60 (202)	3.61 (172)
with where you live?	3.73 (2050)	3.67 (665)	3.87 (283)	3.67 (52)	3.71 (181)	4.00 (68)	3.63 (265)	3.25 (72)	3.72 (445)	3.75 (137)	3.75 (674)	3.65 (163)	3.43 (7)	3.43 (7)	3.70 (195)	3.67 (166)
with the amount of choices you have in your life?	3.61 (2072)	3.48 (686)	3.86 (284)	3.48 (54)	3.86 (182)	3.94 (69)	3.14 (263)	2.80 (71)	3.65 (448)	3.65 (139)	3.68 (677)	3.59 (165)	2.00 (7)	2.00 (7)	3.45 (211)	3.39 (181)
with the opportunities/chances you have to make friends?	3.80 (2063)	3.65 (681)	3.97 (283)	3.68 (53)	3.87 (181)	3.94 (70)	3.68 (264)	3.49 (71)	3.83 (442)	3.82 (137)	3.84 (678)	3.73 (165)	2.71 (7)	2.71 (7)	3.47 (208)	3.43 (178)
with your general health care?	3.71 (2036)	3.63 (672)	3.84 (283)	3.64 (53)	3.75 (182)	3.99 (70)	3.58 (238)	3.48 (65)	3.78 (446)	3.84 (138)	3.77 (675)	3.76 (164)	3.00 (5)	3.00 (5)	3.29 (207)	3.27 (177)
with what you do during your free time?	3.77 (2065)	3.66 (681)	3.93 (281)	3.65 (54)	3.91 (181)	4.14 (70)	3.69 (265)	3.38 (72)	3.70 (447)	3.69 (137)	3.85 (676)	3.83 (163)	3.71 (7)	3.71 (7)	3.42 (208)	3.42 (178)
How safe do you feel...																
in your home?	4.30 (2053)	4.26 (675)	4.26 (282)	4.21 (53)	4.28 (183)	4.56 (70)	4.40 (263)	4.19 (70)	4.28 (445)	4.37 (138)	4.35 (669)	4.33 (163)	4.14 (7)	4.14 (7)	4.09 (204)	4.03 (174)
in your neighborhood?	4.04 (2059)	4.00 (676)	3.94 (282)	3.79 (53)	3.84 (183)	4.06 (70)	4.23 (264)	4.10 (71)	4.09 (447)	4.28 (139)	4.11 (673)	4.07 (163)	3.29 (7)	3.29 (7)	3.81 (203)	3.74 (173)
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.																

Some of the key findings were:

- The quality of life ratings were significantly below the Division of Alcohol and Drug Abuse service ratings.
- The consumers in the Non-Residential Program in this region were most satisfied with how safe they feel in their home (mean of 4.26) and least satisfied with the amount of choices they have in their lives (mean of 3.48).

ADA Comparison of Gender Non-Residential Setting

A comparison was made between the male and female consumers. Table III-1 shows these findings. The male consumers were most satisfied with confidentiality and safety in the neighborhood. Females were more satisfied with the choices they have.

Table III-1
ADA Consumers - Comparison of Gender

How satisfied are you...	Sex		Significance
	Male	Female	
With how staff keep things about you and your life confidential?	4.19 (346)	3.98 (308)	F(1,652)=5.947, p=.015
With the amount of choices you have?	3.36 (348)	3.61 (309)	F(1,655)=8.028, p=.005
With how safe you feel in your neighborhood?	4.12 (343)	3.89 (305)	F(1,646)=7.414, p=.007
The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.			

ADA Comparison of Race/Ethnicity Non-Residential Settings

A comparison was made between the various racial and ethnic backgrounds of the consumers. Caucasian consumers were most satisfied with the respect of cultural and ethnic backgrounds. Both Caucasian and Native American consumers were most satisfied with safety in their neighborhood. (See Table III-2.)

Table III-2
ADA Consumers - Comparison of Race/Ethnicity

How satisfied are you...	White	Black	Hispanic	Native American	Other	Significance
that the agency staff respect your ethnic and cultural background? (a)	4.21 (386)	4.09 (193)	3.95 (20)	3.80 (10)	3.39 (18)	F(4,622)=3.74, p=.005
How safe do you feel in your neighborhood	4.10 (393)	3.83 (191)	3.80 (20)	4.10 (10)	3.72 (18)	F(4,627)=2.395, p=.049
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between White and Other.						

ADA Comparison of Age Groups

Non-Residential Settings

A comparison was made among three categories: (1) youth under the age of 18 years; (2) younger adults between 18 and 49 years of age; and (3) older adults 50 years of age and older. In general, the older adults were most satisfied with services and the youth under 18 years of age were the least satisfied with services. (See Table III-3.)

Table III-3
ADA Consumers - Comparison of Age Groups

How satisfied are you...	0-17	18-49	50+	Significance
with the staff who serve you? (a, b)	3.73 (75)	4.09 (495)	4.25 (63)	F(2,630)=5.91, p=.003
with how much your staff know how to get things done? (a, b)	3.48 (75)	3.98 (494)	4.06 (65)	F(2,631)=8.77, p<.001
that your treatment plan has what you want on it?(a, b)	3.39 (76)	4.02 (490)	4.20 (64)	F(2,627)=15.50, p<.001
that the treatment plan is being followed by those who assist you? (a, b)	3.43 (76)	4.05 (494)	4.29 (63)	F(2,630)=15.22, p<.001
with the services you receive? (a, b)	3.52 (75)	4.07 (494)	4.22 (64)	F(2,630)=11.72, p<.001
that services are provided in a timely manner? (a, b)	3.44 (75)	3.93 (496)	4.09 (65)	F(2,633)=7.98, p<.001
with how you spend your day (a, b)	3.18 (76)	3.63 (493)	3.87 (63)	F(2,629)=8.31, p<.001
with where you live (a, b)	3.26 (76)	3.69 (484)	3.78 (64)	F(2,621)=4.95, p=.007
with amount of choices you have in your life (a, b)	2.73 (75)	3.57 (499)	3.59 (66)	F(2,637)=19.14, p<.001
<i>Scheffe post-hoc significance at .05 or less.</i> (a) Interaction between 0-17 Years and 18-49 Years. (b) Interaction between 0-17 Years and 50+ Years.				

ADA Comparison of Current Living Arrangements Non-Residential Settings

A comparison was made of the satisfaction items based on the current living situation of the consumer. Those who lived independently were most satisfied with the knowledge of the staff, content of the treatment plan, with how they spend their day, and the amount of choices they have. Those who identified themselves as homeless were most satisfied with following the treatment plan. Those who lived with their biological parents were most satisfied with safety in their home/agency and in their neighborhood. (See Table III-4.)

Table III-4
ADA Consumers - Comparison of Current Living Arrangements

How satisfied are you...	Independent	Group Home	Residential Treatment Facility	Homeless	Biological Parents	Other	Significance
with how much your staff knows how to get things done?	4.02 (445)	3.83 (18)	3.82 (49)	3.91 (22)	3.61 (41)	3.73 (66)	F(5,635)=2.27, p=.047
that your treatment plan has what you want on it?	4.03 (441)	3.83 (18)	4.00 (49)	3.95 (22)	3.57 (42)	3.73 (66)	F(5,632)=2.50 p=.030
that the treatment plan is being followed by those who assist you?	4.08 (442)	4.00 (19)	4.02 (49)	4.14 (22)	3.57 (42)	3.77 (66)	F(5,634)=2.72, p=.019
With services you receive?	4.10 (445)	4.00 (19)	3.89 (47)	4.09 (22)	3.67 (42)	3.82 (66)	F(5,635)=2.39, p=.037
With how you spend your day?	3.71 (444)	3.32 (19)	3.23 (47)	3.59 (22)	3.38 (42)	3.51 (65)	F(5,633)=2.85, p=.015
With where you live? (a)	3.78 (439)	2.95 (19)	3.38 (45)	2.71 (21)	3.71 (42)	3.56 (66)	F(5,626)=6.02, p<.001
With amount of choices you have in your life? (b)	3.61 (449)	3.16 (19)	3.24 (49)	3.00 (22)	2.98 (41)	3.42 (66)	F(5,640)=4.47, p=.001
How safe you feel in your home/agency? (a, c, d)	4.36 (446)	3.68 (19)	3.96 (45)	3.16 (19)	4.43 (42)	4.35 (65)	F(5,630)=9.41, p<.001
How safe you feel in your neighborhood (a, c, d)	4.12 (445)	3.53 (19)	3.60 (45)	2.70 (20)	4.21 (42)	4.00 (66)	F(5,631)=9.77, p<.001
Scheffe post-hoc significance at .05 or less.							
(a) Interaction between Independent and Homeless							
(b) Interaction between Independent and Biological Parents							
(c) Interaction between Homeless and Biological Parents							
(d) Interaction between Homeless and Others							

ADA Comparison Between by Whether Lived in Residential Treatment Facility During Past Year Non-Residential Only

A comparison was made on the satisfaction with services based on whether the individual had lived in a residential treatment facility during the past year. There were two significant items. Consumers that had not lived in a residential treatment facility were more satisfied with where they lived and with how safe they felt in their neighborhood. (See Table III-5).

Table III-5
ADA Consumers - Comparison of Whether Lived in Residential Treatment Facility

How satisfied are you...	Yes	No	Significance
With where you live?	3.47 (196)	3.73 (441)	F(1,635)=6.863, P=.009
With safe you feel in your neighborhood?	3.84 (196)	4.08 (446)	F(1,640)=6.503, P=.011
<p>The first number represents a mean rating. <i>How satisfied are you?</i> Scale: 1=Not at all satisfied . . . 5=Very satisfied. <i>How safe do you feel?</i> Scale: 1=Not at all safe . . . 5=Very safe. The number in parentheses represents the number responding to this item.</p>			

ADA Comparison across Programs Non-Residential Settings

A comparison was made between the non-residential programs. The GTS Adult consumers were most satisfied with the staff, knowledge of staff, confidentiality, content of treatment plan, following the treatment plan, respect of ethnic and cultural backgrounds, services received and timeliness of services provided. The CSTAR General consumers were the most satisfied with how they spent their day and safety of the neighborhood. CSTAR Alternative Women/Children consumers were the most satisfied with where they lived, choices in their lives, opportunities to make friends, general health care, what they do in their free time, and safety in their home/agency. (See Table III-6.)

Table III-6
ADA Consumers - Comparison across Programs

How satisfied are you...	CSTAR Woman/ Child	CSTAR Altern- ative Women/ Children	CSTAR Child/ Adolesce nt	CSTAR General	GTS Adult	GTS Child/ Adolescen t	Methadone	Significance
with the staff who serve you? (h)	4.17 (53)	3.99 (70)	3.80 (71)	4.06 (138)	4.22 (162)	2.86 (7)	4.09 (180)	F(6,674)=3.69, p<.001
with how much your staff know about how to get things done? (c)	3.96 (52)	3.99 (69)	3.52 (71)	3.89 (139)	4.16 (164)	2.86 (7)	3.93 (179)	F(6,674)=4.90, p<.001
with how staff keep things about you and your life confidential?(a)	3.72 (53)	4.03 (70)	3.97 (71)	4.19 (137)	4.34 (165)	2.86 (7)	3.99 (181)	F(6,677)=4.51, p<.001
that your treatment plan has what you want in it? (b, c, d)	3.90 (52)	3.97 (68)	3.40 (72)	4.04 (138)	4.11 (164)	3.14 (7)	3.96 (176)	F(6,670)=5.36, p<.001
that your treatment plan is being followed by those who assist you? (b, c)	4.06 (53)	3.86 (69)	3.49 (72)	4.10 (138)	4.18 (165)	2.86 (7)	3.99 (176)	F(6,673)=5.87, p<.001
that the agency staff respect your ethnic and cultural background?	4.08 (52)	3.99 (69)	4.04 (72)	4.21 (135)	4.36 (163)	3.29 (7)	4.02 (176)	F(6,667)=3.21, p<.004
with the services that you receive? (b, c, d)	4.12 (51)	3.90 (69)	3.52 (71)	4.14 (139)	4.15 (165)	3.29 (7)	4.03 (177)	F(6,672)=6.72, p<.001
that services are provided in a timely manner? (b)	3.74 (53)	3.85 (68)	3.48 (71)	3.96 (139)	4.08 (165)	2.86 (7)	3.88 (180)	F(6,676)=3.83, p<.001
with how you spend your day? (b, c)	3.37 (52)	3.62 (69)	3.22 (72)	3.78 (139)	3.77 (164)	2.71 (7)	3.61 (172)	F(6,668)=4.20, p<.001
with where you live? (e)	3.67 (52)	4.00 (68)	3.25 (72)	3.75 (137)	3.65 (163)	3.43 (7)	3.67 (166)	F(6,658)=2.72, p=.013
with the amount of choices you have in your life? (b, c, d, e, f, h, j, k)	3.48 (54)	3.94 (69)	2.80 (71)	3.65 (139)	3.59 (165)	2.00 (7)	3.39 (181)	F(6,679)=9.90, p<.001
with the opportunities/ chances you have to make friends?	3.68 (53)	3.94 (70)	3.49 (71)	3.82 (137)	3.73 (165)	2.71 (7)	3.43 (178)	F(6,665)=6.56, p<.001
with your general health care? (g, I, k)	3.64 (53)	3.99 (70)	3.48 (65)	3.84 (138)	3.76 (164)	3.00 (5)	3.27 (177)	F(6,674)=5.56, p<.001
with what you do during your free time? (e, I, k)	3.65 (54)	4.14 (70)	3.38 (72)	3.69 (137)	3.83 (163)	3.71 (7)	3.42 (178)	F(6,668)=4.20, p<.001
with how safe you feel in your home/agency (k)	4.21 (53)	4.56 (70)	4.19 (70)	4.37 (138)	4.33 (163)	4.14 (7)	4.03 (174)	F(6,668)=3.30, p=.003
with how safe you feel in your neighborhood (g)	3.79 (53)	4.06 (70)	4.10 (71)	4.28 (139)	4.07 (163)	3.29 (7)	3.74 (173)	F(6,669)=4.35, p<.001

Scheffe post-hoc significance at .05 or less.

- (a) Interaction between CSTAR Woman/Child and GTS Adult.
- (b) Interaction between CSTAR Child/Adolescent and CSTAR General.
- (c) Interaction between CSTAR Child/Adolescent and GTS Adult.
- (d) Interaction between CSTAR Child/Adolescent and Methadone.
- (e) Interaction between CSTAR Child/Adolescent and CSTAR Alternative Woman/Child.
- (f) Interaction between CSTAR General and GTS Child/Adolescent.
- (g) Interaction between CSTAR General and Methadone.
- (h) Interaction between GTS Adult and GTS Child/Adolescent.
- (i) Interaction between GTS Adult and Methadone.
- (j) Interaction between GTS Child/Adolescent and CSTAR Alternative Woman/Child.
- (k) Interaction between Methadone and CSTAR Alternative Woman/Child.